

# CRITICAL INFORMATION SUMMARY

## BIZPHONE MISCELLANEOUS CHARGES



### Delivery Charges

Description	Once-Off (inc GST)
Delivery Postage Charge	\$10.00 per hardware item

Delivery charge will be capped at \$250 per delivery/location.

### Configuration Charges

Description	Once-Off (inc GST)
Simple Configuration Change (< 30 mins)	\$10.00 per hardware item
Complex Configuration Change (30 – 60 mins)	\$99 per change
Major Configuration Change (> 60 mins)	\$POA

### Handset Non-Return/Faulty on Return Fee

The Handset Non-Return charge applies if you do not return a working handset within 30 days of contract cancellation date. If the handset is found faulty upon return a Faulty on Return Fee will apply.

Description	Once-Off (inc GST)
Standard	\$179 per handset
Cordless	\$179 per handset
Premium	\$339 per handset
Premium Plus	\$479 per handset

### Other Miscellaneous Charges

Description	Once-Off (inc GST)
No Fault Found Charge	\$99
Call Out Charge (During Business Hours)	\$110 for the first hour, then \$137.50/hour thereafter
Call Out Charge (After Business Hours)	\$330 for the first hour, then \$192.50/hour thereafter \$POA

A No Fault Found Fee is applied when TPG receives a fault call from the customer that is outside the scope of Level 2 support and where no fault is found.

Call out charges apply if the customer requests on-site call out but the call-out request is not for service installation or service assurance reasons.

### Local Number Portability (LNP) Charges

Description	Once-Off (inc GST)
LNP Order Rejection – Category A	\$6.60 per number

A penalty is applied if the port request is rejected by the carrier the number originates from due to:

- Ported number being in a group.
- Number is not in service.
- The number is already being ported by another carrier.
- The wholesale carrier account number is incorrect.

### Early Termination Charges

Contract Term	ETF Charges
12 Month term	Monthly Charge x number of months remaining in the Term (capped at 6 months)
24 Month Term	Monthly Charge x number of months remaining in the Term (capped at 12 months)

Early Termination Charges are applied when a BizPhone plan is cancelled prior to the expiry of the minimum contract term.

No Early Termination Charges apply to:

- Group Features including Hunt Group, Auto Attendant, and Queue.
- End User Features including Receptionist and Call Queuing.